

the Connection

We deliver competitive, safe, and reliable utility services, supporting the communities we serve.

APRIL 2026

Wastewater Treatment Facility Updates

The Wastewater Treatment Facility (WWTF) is embarking on the next season of construction. This past fall, construction was completed on the West Stack Filter and Final Clarifier #2 and #3 rebuilds. Work will begin in April on the remaining upgrades. Our contractor will take the East Stack Filter offline to commence rehabilitation, provided current treatment conditions and plant flows allow. The stack filters provide most of the wastewater treatment. They are filled with 11 layers of synthetic media, 20-feet deep, that provide a large surface area for the growth of aerobic bacteria as part of the secondary treatment process. Completing the rehab of the second filter is crucial to the WWTF producing permit-compliant effluent. By mid-June, the rehabilitation of the final two Clarifiers, #1 and #4, will begin.

Customers will see an increase in the wastewater treatment rate beginning with service rendered on or after April 1, 2026. Wastewater rates are split into collection and treatment. The treatment rate will increase and the collection rate will remain the same. A sewer user using 7 units/month will see an increase of about \$3.00/month. This increase is necessary to cover expenses and required treatment plant upgrades currently underway.

Tree Trimming & Storm Season Tips

MPU is required by Wisconsin State Electrical code to maintain clearance between trees and power lines. Trees contacting power lines can cause power outages, fire hazards, and other dangerous conditions. To avoid those issues, MPU, or our contracted third-party, trims trees that are impeding on electric power lines. Primarily this work is completed in the winter or springtime. If we anticipate trimming on your property, you will receive a letter notifying you. Tree trimming work will largely be completed this spring in the Northwest quadrant of the City of Manitowoc.

Storm season is coming! Here are some tips:

- ⚡ Pack an emergency kit! Kit suggestions can be found at [ready.gov](https://www.ready.gov).
- ⚡ Save our electric emergency line number to report outages or downed power lines: 920-683-4622.
- ⚡ If you see a downed line, stay away from it! It could be energized and dangerous.
- ⚡ If you see a crew working in the street to restore power, especially at night, please drive slow, obey any cones or traffic changes, and give the crew plenty of space.

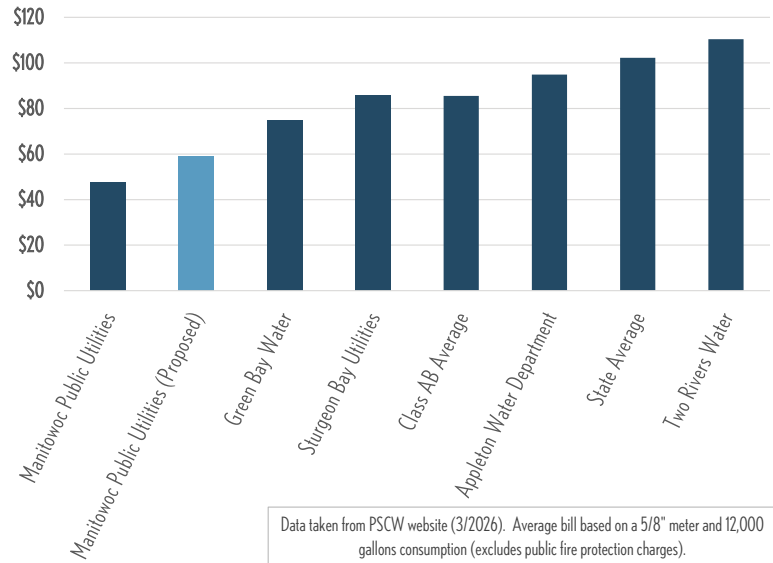


Water Rate Case Filing

Manitowoc Public Utilities (MPU) recently filed a water rate increase application with the Public Service Commission of Wisconsin (PSCW). An increase is being requested due to multiple factors, most notably a decrease in industrial sales due to large customer process changes and closings and an increase in operating and maintenance costs. **How much will this affect the average residential water customer?** For a customer using about 4,000 gallons of water per month, the monthly increase, excluding fire protection charges, will only be about \$3.82. *That's less than a few bottles of water from a gas station.* Our commission and leadership team are dedicated to maintaining competitive rates for you, our customer, while remaining financially healthy. Even with the proposed increase, MPU's rates competitively remain in the lowest quartile amongst other same-class water utilities across the state, not considering any other utilities' pending rate cases. Check out the **quarterly** graph to the right for more details.

The PSCW is working through their review of the rate case. Updated rates are anticipated to be effective early 2027.

Quarterly Water Bill Comparison



10,000 ERT Installations!

MPU has been working on a customer-focused strategic initiative to convert our water meter reading technology, which will create great efficiencies. Instead of your water meter communicating its reading to a touchpad on the outside of your home requiring staff to physically walk to each house, the encoder receiver transmitter (ERT) transmits the water meter reading to our reading device as we drive by. This upgrade will allow MPU to read the water meter every month, alleviating estimated bills every other month.

We're excited to share that we've hit an installation milestone! **As of last week, 10,000 ERTs have been installed.** All installations are expected to be completed by 2027.

We appreciate our customer's patience as we work through this important technology upgrade.



Winter Disconnection Moratorium Ending

The winter moratorium on residential electric disconnections for non-payment ends on April 15th. MPU urges customers to make payment arrangements, and, if eligible, apply for energy assistance. *Energy assistance is there to help you.* The table to the left lists the guidelines for eligibility. Your previous month's income must be equal to, or less than, these numbers, which are determined by the federal government. Assistance applications are processed by Partners for Community Development. Once the application has been fully processed and approved, the benefit will appear as a credit on a future MPU bill.

To reach Partners for Community Development, you can call them at 833-646-0823 or visit their website at <https://partners4cd.com/energy-assistance>.

Please Note:

These income levels are effective for the energy assistance season of October 1, 2025 - May 15, 2026.

Household Size (persons)	Previous Month's Income (Before Taxes)
1	\$3,201.75
2	\$4,186.92
3	\$5,172.08
4	\$6,157.33
5	\$7,142.50
6	\$8,127.67
7	\$8,312.33
8	\$8,497.08

How are we doing? Scan the QR code to take our survey and let us know.



Online

www.mpu.org
Customer Service
920-683-4600
mpucustomerservice@mpu.org



Report an Outage

Electric: 920-683-4622
Water: 920-683-4633
Diggers Hotline Quick Dial: 8-1-1
Toll Free: 1-800-242-8511



Physical & Mailing Address

Main Office
1303 South 8th Street
Manitowoc, WI 54220

